



# NAVY AIR FORCE INTERFACE (NAFI)

NAFI IPT  
07 March 2002



# IPT Agenda



- 
- User and System Statistics
  - EDA Trouble Tickets
  - Migration of NAVSEA Data
  - NAFI DSN Entry Move
  - NAFI SCR's
  - Miscellaneous Issues
  - Future Meetings



# User Support Statistics



- Number of NAFI Usage issues very low, compared with the amount of usage the system is getting.
- System usage continues to grow while user issues have leveled:
  - Average Help Desk Contacts = 154/week
  - NAFI User Sessions = 7800/week
  - 2% of user sessions result in Help Desk contact



# User Support Statistics



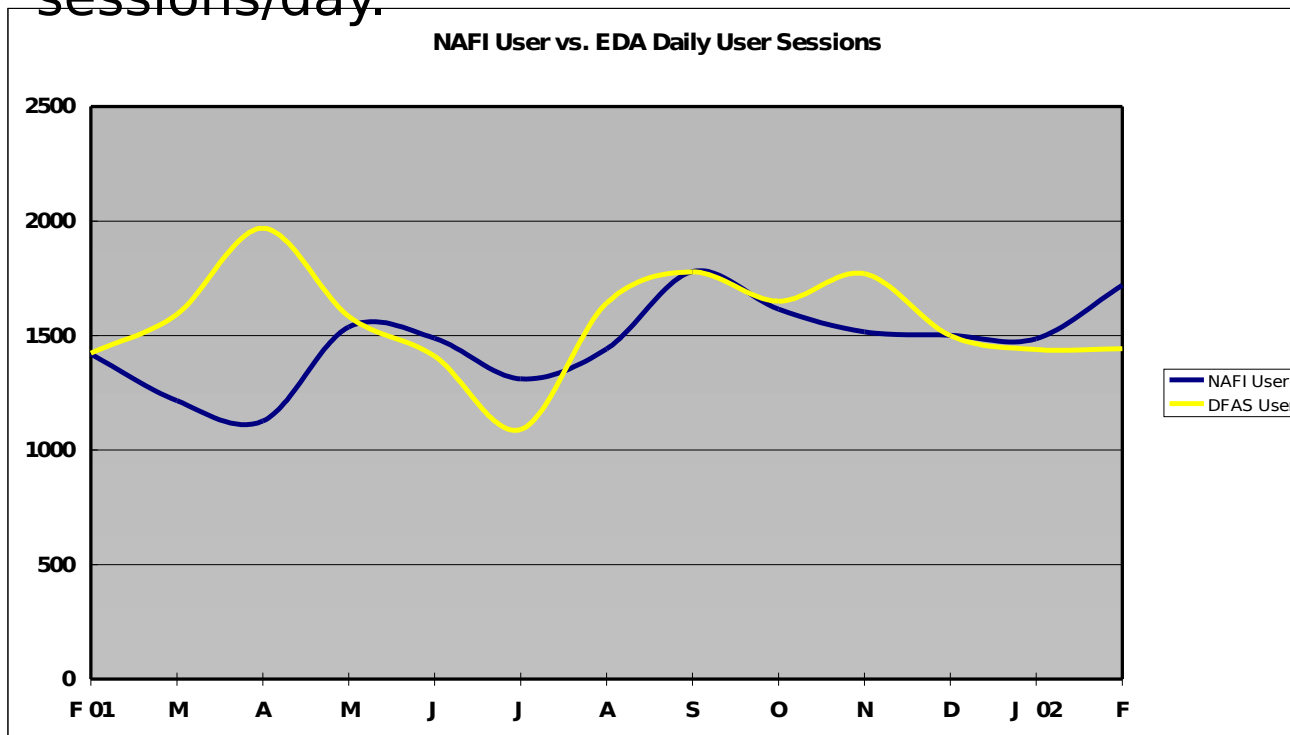
- Weekly resolution rate remains high at 94%, although the additional research involved with Tier Two Contacts often requires a call/e-mail back.
  - First Call (Tier 1) resolution rate is approximately 60%; remaining 40% (Tier 2) require additional research. All but 6% of Tier 2 are resolved w/in the same week.





# System Statistics

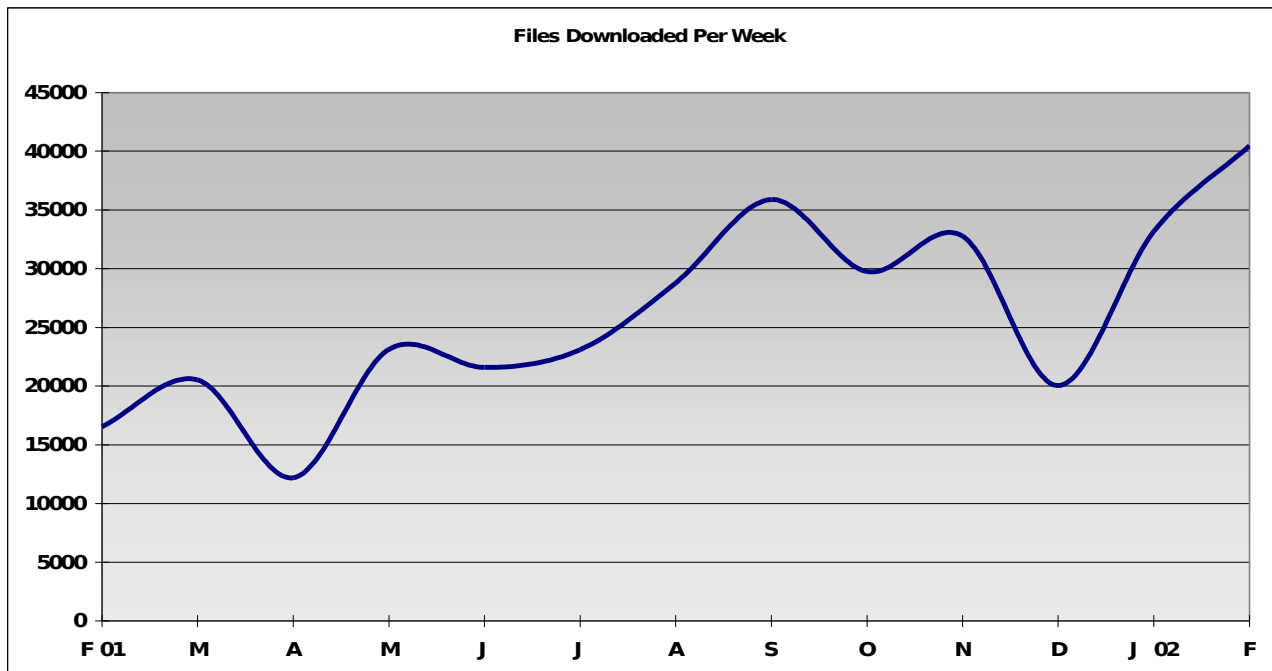
- DFAS Users Sessions and Navy and Air Force User Sessions each hover around 1600-1800 User Sessions per day for a total of approximately 3200-3600 user sessions/day.





# System Statistics

- A steady increase in the number of total NAFI files downloaded over the last year shows that DFAS and NAFI users are relying more on NAFI.





# EDA Trouble Tickets



- Resolution rate of EDA TT's has increased in last two months with 72 tickets resolved.
  - Strong consistent progress shown by sites with approximately 270 tickets resolved since July '02.
- Please ensure that all tickets sent to NAFI in a "Resolved" Status do have all issue(s) contained in ticket remedied.
- Resolution of tickets must continue to be a top priority within all claimants.
- Spreadsheet Notes:
  - Please include Lonnie Symonette ([pr\\_builder@msn.com](mailto:pr_builder@msn.com)), along with Meg, on **ALL** TT correspondence. Lonnie will be assisting with TT maintenance and resolution.



# EDA Trouble Tickets



- **Current Ticket Statistics (as of 03/04/02)**
  - Most of current tickets require Activity to resolve.
  - More issues occur at Activities not utilizing NAFI Automated Interfaces.

Claimant	Ticket Total	% of total
SPAWAR	5	4%
USMC	13	10%
SSP	2	2%
ONR	0	0%
NAVSUP	2	2%
NAVAIR	18	14%
NAVFAC	9	7%
NAVSEA	27	21%
NAVCENT	1	1%
AF	50	39%
Total	127	





# NAVSEA Data Migration

- Completed Phase Phase One of NAVSEA Data Migration on Nov. 14.
  - Successfully migrated 4,844 documents to NAFI and EDA.
- Completed Phase Phase Two of NAVSEA Data Migration on Feb. 25.
  - Successfully migrated 13,700 documents to NAFI and EDA.
- Currently focusing on Phase 3 of NAVSEA EDA Migration
  - 4,430 documents remaining.
  - Incomplete/missing data fields received from EDA index data.
  - Files that were not able to be associated with correct document index.



# NAFI DNS Server Move



- USMC is hosting secondary NAFI DNS IP address entries on USMC DNS Server.
- If primary DNS fails, secondary DNS Entries on USMC Network will assume DNS responsibilities with no interruption in service.
- USMC DNS server will allow users access to Genuity Failover site in the event of an Indian Head or network problem.
- Awaiting comments on Final Draft of MOA.
  - Expect USMC and SBM signatures within coming week.



## NAFI SCR's



- Send DoD EDA Push file in Append Mode.
  - Nightly push file currently sent to EDA in “put mode”.
  - A NAFI file on the EDA server that is not processed the night it is sent is currently overwritten by the by the next day's push file.
  - Append mode will prevent the overwrite from occurring, and add the new file information to the bottom of the previous files' information.
  - Beneficial for NAFI
    - If processing does not occur at EDA, NAFI does not need to resend previous nights information as it will remain on the EDA server.
- Evaluate benefit and level of effort associated with upgrade of Enforcer 1.1 to 1.2.



# NAFI Automated Interface



- Remaining Manual Sites are requested to begin using NAFI Automated Interface.
  - Benefits include:
    - Sites that utilize the NAFI automated interface (both SPS and non-SPS sites), have very few indexing errors and incorrect file uploads.
    - Manual data entry into NAFI is not necessary once transfer of information from site to NAFI is automated.
    - Many less DoDEDA Trouble Tickets assigned to automated NAFI sites.
    - Interface Testing period takes approximately one week to complete.
      - NAFI Support guides site through entire testing process from initial start up through "production readiness".
    - SPS not needed for site to take advantage of NAFI Interface.
      - Numerous NAVSEA sites successfully utilize NAFI automated interface without an SPS component.
- \*\*User must still manually create distribution lists and utilize e-notification\*\*



## Miscellaneous Issues



- Manual users entering Mod/DO index data incorrectly in NAFI – affects the way index data is sent from NAFI to DoD EDA and continues to affect DFAS Payment.
  - Please be sure that manual sites are aware that Contract Number, DO and Mod info must be loaded into separate NAFI index fields with the appropriate number of characters in each.
- Manual Users Uploading incorrect contracts/mods to indices.
  - DFAS not able to make payment when incorrect contract loaded into NAFI.
  - Issue will result in TT that will be forwarded to claimant POC.



# Future IPT Dates



- Scheduled IPT Dates
  - Thursday, 5/02 /02 (9:00-10:00)
  - Thursday, 8/01/02 (9:00-10:00)
  - Thursday, 9/05/02 (9:00-10:00)